DATA SHEET

Alvaria CX:

Seamless fully- blended engagement that wows your customers.

Your contact center solution says a lot about your brand. The stakes have never been higher in terms of what customers expect. When customers reach you, they expect highly knowledgeable agents any time of day and the ability to connect with you on multiple channels. When you proactively reach out to customers, you'll also need to depend on a highly compliant contact center platform to reduce your risk of harassment or costly compliance violations. Leverage Alvaria CX's intelligent and thoughtful routing, multichannel options and context-based tools – making it easy for your agents to provide a customer connection that wows them.

Key differentiators

INTELLIGENT ROUTING FOR INBOUND AND PROACTIVE OUTBOUND ENGAGEMENT

Let's face it, customers expect to speak to an agent any day, and any time they reach out. For more complex interactions that require a live expert, leverage intelligent routing – including priority queuing – to help your agents shine and exceed customer expectations. Leverage easy-to-use list management tools to also be sure that your agents are proactively connecting with the right customer at the right time.

MULTICHANNEL OPTIONS

Robust channel options for customers who want quick answers without speaking to a live agent or want to hear from you on their preferred channel. Give them all the channels they need to efficiently get to the bottom of any issue while still providing a personalized connection that makes an impression. Provide customers the freedom of choice by giving them multichannel options when your agents are part of an outbound campaign.

MAXIMIZED AGENT PRODUCTIVITY

Make the most productive use of agent time and turn them into a "full stack" brand advocate. Take advantage of Alvaria CX's easy-to-use agent tools to deliver greater customer connections..

UNIFIED CONTEXT & REAL-TIME REPORTING

Customers expect agents to have context about them. A unified history of contacts including previous communication and real-time reporting will always provide an insightful connection.

SIMPLE MULTICHANNEL OPTIONS

Self-service shouldn't be complicated – that's the point. Provide simple multiple channel options to make it a breeze for your customers to get the answers they need fast.

- SMS/text so customers can access information and receive notifications on the go
- Social media messaging for customers who prefer to shop or ask questions on their favorite social media channels
- Webchat for customers who want quick answers to common questions without calling in
- Email for customers to get resolution for non-urgent matters
- Multichannel options for customers who prefer to be contacted via outbound campaigns on specific channels
- Voice channel option available through an IVR so accessing information and completing simple tasks can be done through easy-to-use self-service menus

MAXIMUM AGENT PRODUCTIVITY

Give agents all the tools they need to deliver memorable customer connections. Make the most of agent time and provide intuitive tools to transform them into the brand advocates your customers trust.

- Intuitive desktop builder tools to create new scripts quickly and easily without advanced programming
- Dropped call retrieval so agents can always reach back out to provide answers
- Conference calls with up to three lines plus call recording so everyone gets the resolution they need
- Internal and external call transfers so agents can always find the right person to resolve any issue
- Agent callback scheduling so agents can deliver answers when customers expect
- Silent, coaching, and barging monitoring options so supervisors can either passively oversee individual interactions or jump in and assist when needed
- Announced queue wait-times to keep customers informed
- Interactive Voice Response (IVR) functionality to enable customers to self-serve simple questions and easily connect with a live expert for complicated ones
- Custom on-hold messaging by program to deliver important information to guide customers to the answers they're looking for without agent intervention
- Virtual queue and voicemail support with messaging and call-back options to save customers time and keep them informed
- PBX integration that "plays nice" with your existing solutions
- Multi-level call overview to ensure customers always get connected to the agent that can answer their questions
- Protect your employees from harassment with the ability to identify block selected inbound ANI

UNIFIED CONTEXT & REAL-TIME REPORTING

Impress your customers by connecting with them using context and data. Leverage Alvaria CX Suite to provide agents with a detailed history of every contact they interact with and use real-time data to ensure you're always providing the best connection possible.

- Database screen pops for all the context agents need to make an impression
- Transcription support for Facebook Messenger and WhatsApp so agents have a record of their social channel interactions
- Customizable real-time reporting dashboards designed to convey important information and suited for either personal monitors or full-sized display terminals
- Dynamic inbound program and resource management to move, add or change programs or center resources to provide better customer connections on the fly
- Real-time inbound queue supervision and reports with contact routing and tracking and length of time in queue to ensure you hit your critical SLAs

Key Benefits

- Provide your customers with robust, multichannel options so they can get the answers they need and are contacted on the channels they prefer
- Leverage thoughtful and powerful inbound and outbound dialing tools to ensure the right customers are contacted at the right time and reduce your risk of harassing customers or costly compliance violations
- Use skills-based routing to connect customers with the right agents to resolve their issues
- Leave a lasting impression on your customers and reduce frustration by reaching out with context and data
- Shrink average speed to answer and decrease telecom costs for inbound outreach

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